

Premium Hotel Housekeeping

Training Course

Chapter	Lessons
Introduction to Housekeeping	1- Importance of Housekeeping
	2- Housekeeping In Other Institutions
	3- Organizational Chart of Housekeeping Department
	4- Different Types of Hotel
	5- Interdepartmental Coordination of Housekeeping
	6- Layout Of The Housekeeping Department
	7- Attributes
	8- Hygiene & Sanitation of a Housekeeping Staff
	9- Communication Skill
	10- Registers Maintained by Housekeeping
Housekeeping Procedure	1-Briefing and Debriefing
	2- Control Desk
	3- Different Type of Key and Key Control
	4- Liaise with other departments
	5- Lost and Found
Supplies & Equipment	1-Introduction
	2-Equipment
	3-Cleaning Agents and Chemicals
	4- Other Supplies
	5-Housekeeping Trolley (Maid Cart)
	6-Loading the Housekeeping Trolley
Guest Room Service	1- Different Types of Hotel Room
	2- Guest Room Attendant
	3- Uniform of a GRA
	4- Daily Activities of a GRA
	5- Guest Room Assignment
	6- Components of the Guest Bed Room
	7- Identify Rooms to be Cleaned
	8- Access and Enter Guest Rooms
	9- Making the Bed
	10- Bed Making Steps
	11-Remaking bed using existing bed linen
	12-Replenishing Guest Amenities
	13- Room Supply
Cleaning	1-Cleaning Bathrooms
	2-Cleaning Room
	3-Vacuuming Floors
	4-Cleaning the Kitchenette Area

Quality Check	1-Readiness of Items and Equipment
	2-Handling Defects and Damaged Items
	3-Report Suspicious Situations
	4-Dealing with Lost Property
Additional Housekeeping Services	1-Inspection
	2-Turn Down Service
	3-Carry Out Rotational Cleaning Duties
	4-Lend Equipment to Guests
Prepare for Next Shift	1-Complete Required Records and Notifications
	2-Dispose of Trash
	3-Clean and Load Trolleys
	4-Replenish Stock Items as Necessary
	5-Clean Housekeeping Equipment Prior to Storage
Laundry Service	1-Laundry Attendant
	2-Role of On-Premise Laundry
	3-Picking up Guest Cloth
	4-Identifying Items for Laundry
	5-In-House Items are Picked Up
	6-Receiving, Sorting Guest Laundry & Linen
	7-Count items lodged for laundering
	8-Check for stains
	9- Cleaning Method
	10- Equipment Used
	11- Cleaning Agents
	12-Ironing Clothes
	13-Folding
	14-Packing Laundered Items
Public Area Services	1-Public Area Attendant
	2-Public Area Cleaning
	3-Preparing Work Area
	4-Cleaning Agents and Chemicals
	5-Disposal of Garbage and Used Chemicals
	6- Storing Equipment
	7-Cleaning Public Areas
	8-Car parks and driveways
	9- Front of the House
	10-Back of the House
	11-Handling Chemicals
Valet Service	1- Valet Service
	2-Good Grooming
	3-Preparing for Guest's Arrival
	4-Checking Guest Room Prior Guest Arrival
	5- Welcoming Guest
	6-Process Laundry and Pressing
	7-Clean Guest Shoes

	8-Receiving and Acting on Guest Requests
	9-Liaise with Other Staff
Handling Guest Request & Complaint	1-Provide Advice to Guests
	2-Accepting Housekeeping Requests
	3-Recording Housekeeping Requests
	4-Provide Housekeeping Requests
	5-Advising Guests
	6- Guest Complaints
	7-Handling Complaints
Dealing Intoxicated Guest	1- Alcohol Service Management
	2- Handling Intoxicated Guest
	3-Compliance with Legislation
Linen	1-Linen
	2-Uniform